



**DEPARTMENT OF HEALTH**  
AND HOSPITALS

**Office for Citizens with  
Developmental Disabilities**

Stakeholder Meeting

December 16, 2013

# Today's Agenda

- Update on System Transformation
- Request for Services Registry (RFSR)
  - Communication Improvements
  - Out of State Processes
  - People with Medicaid Long-Term Care Services
- Next Steps with RFSR
  - Validation change implementation
  - Assessment of the RFSR
- Prioritization Recommendations
- Update on Managed Long-Term Supports and Services

# Updates on System Transformation

- Information about System Transformation can be found on the OCDD Website  
<http://new.dhh.louisiana.gov/index.cfm/subhome/11/n/8>
- Inquiries can be emailed to OCDD System Transformation at  
[OCDDsystemtransformation@LA.GOV](mailto:OCDDsystemtransformation@LA.GOV)
- If you would like to be contacted directly with updates or to identify yourself to participate in our focus groups, surveys, and other stakeholder processes, complete the survey today or email us at [OCDDsystemtransformation@LA.GOV](mailto:OCDDsystemtransformation@LA.GOV)



# Advisory Group Members

- Sandee Winchell, DD Council
- Kay Lewis, Families Helping Families/Parent
- Kelly Serrett, The Arc of Louisiana
- Rebecca Ellis, Families Helping Families/Parent
- Kay Marcel, DD Council/Parent
- Ashley McReynolds, LaCAN/Parent
- Sharon Hennessey, People First of Louisiana
- Sam Beech, DD Council/Parent
- Karen Scallan, Families Helping Families/Parent

# Advisory Group Cntd.

- New Members Beginning January 2014
  - Bambi Polotzola, Parent
  - Steven Nguyen, Consumer Advocate

# Updates on System Transformation

- OCDD is moving forward with our work goals for the 1<sup>st</sup> year plan
- Goals in Programmatic & Administrative areas of:
  - RFSR
  - Providers/Freedom of Choice
  - Support Coordination/Planning
  - SPOE/No Wrong Door
  - Services Improvements
  - System Design

# “RFSR”

- Request for Services Registry (RFSR), is sometimes called the waiver waiting list
- RFSR improvements are the focus of the meeting today
- Last month’s meeting we agreed to pursue a number of changes to administrative/operational aspects of the RFSR



# Agreed Upon Changes to the RFSR

- Persons should be eligible for OCDD services (via issued Statement of Approval) to be added to the list.
- With the eligibility criteria applied, persons may enter the RFSR from birth to end of life.
- Persons remaining on RFSR through validation should not have been issued a Statement of Denial.
- Validation should occur annually, per the current OCDD policy.
- Persons listed in the official state death data set will automatically be removed from the RFSR.
- Improved communication and family/recipient education is needed regarding the validation process and consumer roles/responsibilities.

# Agreed Upon Changes to the RFSR

- Explore additional opportunities for using data sets and resources external to DHH/Medicaid to identify current contact information of persons on the RFSR. A survey of other states showed use of education databases.
- Implement an online portal for service recipients to update their contact information and check RFSR status.
- Implement administrative processes that transfer updated contact information and status to the RFSR, rather than siloing case information.
- Retain current “unlocatable” processes, including moving persons off of the active list but allowing reinstatement upon request.
- Remove persons from RFSR who are in a designated pool. (for example, persons in public SSC and CEAs)



The following items are additional proposed changes to the RFSR administrative or operational functioning

# Communication Improvements

- Advisory Committee Reviewed written communications currently used. This included:
  - The initial validation letter
  - The form persons are asked to fill out and return as part of validation
  - The final notice letter if persons fail to respond to initial validation attempts



# Communications Improvements

- Problems with existing written communications:
  - Non-descript, plain envelope is ignored. People may not even open the letter
  - Headers are confusing. Difficult to tell if something being offered, occurred, will/will not occur based on one's response
  - Information presented in a confusing sequence
  - Hard to understand where to get help to complete
  - Unfriendly, impersonal aspects



# Communications Improvements

- Solutions to improve RFSR written communications:
  - “Important” or “Urgent” on envelope. Clear return address from OCDD
  - Rewriting of headers and reorganization of letter text
  - More transfer of auto-fill of the person’s name to make more understandable and friendly
  - Better information about getting help, responding to the letter and what to do if you have a need now



# Communications Improvements

- Other Communication Solutions
  - Include an OCDD online portal for validation information
    - Encourage persons to update their contact information via this portal with real-time changes

# RFSR: “Out of State Processes”

- Proposing that Persons who are **not residents of Louisiana** are removed from ID/DD RFSR
  - This is currently done by OAAS but is new for OCDD
  - Will not affect military, per current legislation and rule

# RFSR: “Out of State Processes”

- Why this makes sense:
  - Non-residents are not Louisiana Medicaid eligible
  - Waiver services cannot be delivered out of state
  - The current RFSR processes have no way to identify whether people ever plan to return or have resources to return
  - Waiting to contact persons out of state with an active offer represents resource use and potential time delay. This potentially delays a Louisiana resident from accessing the waiver offer



# RFSR: “Out of State Processes”

- Advisory Group Concerns Were:
  - Accommodations for people who are forced to move because of loss of caregiver, but who want to live in Louisiana (“forced move”)
  - Accommodations for people who were waiting previously, and return to the state. They should not have to start over.



# RFSR: “Out of State Processes”

- Recommendation are:
  - Identify persons who do not meet resident criteria
    - Former Louisiana Medicaid recipient closed due to receiving Medicaid in another state
    - Out of state address
    - Utilization of Louisiana Medicaid residency criteria
  - During validation, provide notification to these persons, explaining OCDD intends to remove them from RFSR
    - Only removal exception will be if the person responds to the communication indicating a “forced move.”
    - OCDD will develop processes to do follow up and document circumstances for “forced move” verification.



# RFSR: “Out of State Processes”

- Persons who are not residents of Louisiana are removed from the RFSR
- Valid “Forced Move” persons remain active on the RFSR.
  - For “Forced Move”:
    - Continue annual validation with flag as “Forced Move”
    - When an offer is imminent, contact person
      - (1) Can you return to LA to reestablish residency? For some may be without needed supports.
      - (2) If cannot return, offer is not sent. Person is removed from RFSR
      - (3) If can return, offer is made.
  - LGEs will be engaged in this process and may help to organize supports for persons returning to the state during the waiver planning period.



# RFSR: “Out of State Processes”

- For people who were waiting previously and return to Louisiana
  - Develop processes that support reactivation of the original request date
  - Take into account future changes to prioritization that may occur



# People with LTSS on the RFSR

- Last month we discussed that the current RFSR is not truly a “waiting list”
  - But we agreed that it is important to begin identifying who is really waiting and what they are waiting for
- Some persons on the RFSR have a long-term support service
  - Children’s Choice Waiver (rare)
  - Community Choices Waiver
  - EPSDT services
  - ICF/DD
  - Supports Waiver
  - LT-PCS
  - Nursing Home



# People with LTSS on the RFSR

- RFSR acceptance rate is relatively low (just below 50%).
  - This suggests persons might not be waiting for an offer right now. But we don't know.
- The way some persons are listed on the RFSR, particularly persons served in ICFs/DD, suggests a provider listed them.
  - So do these people know they are on the list? Do these persons want the waiver service?

# People with LTSS on the RFSR

- Validation does not currently contact persons served in Medicaid LTSS (including most of the services listed on the previous slide).
  - The effort proposed would include these persons in the ongoing round of validation.
- OCDD is moving forward with assessment of persons on RFSR to gather more information.
  - This is the first step.

# People with LTSS on the RFSR

## Suggestions:

- Focus on identifying persons with either another waiver or served in a facility, whether ICF/DD or nursing facility
- Establish processes to make face to face contact with these persons (and authorized reps) to discuss their place on the RFSR and waiver services
  - Partner with LGEs, Community Living Ombudsman, LTC Ombudsman (nursing facilities)

# People with LTSS on the RFSR

- If people are not really waiting for a waiver opportunity, the face to face contact will explain inactive status.
- The face to face contact will support persons who wish to do so to request inactive status:
  - No persons will be encouraged to decline or be removed from the RFSR.
  - Inactive status enables persons to request reinstatement in the active RFSR at any time. No one loses their request date if going inactive.
  - By going inactive, persons who are not actively waiting allow another person who *is* actively waiting to move higher on the list and to avoid administrative delays of making offers that are declined.
- OCDD will continue assessment with persons on the RFSR who remain active.

# Next Steps with the RFSR

- Validation change implementation:
  - OCDD is immediately proceeding with the improvements agreed to last month and today
  - Annual Validation letters are going out soon
- Assessments of the RFSR:
  - A workgroup is currently designing the assessment process
  - The assessments are slated to occur April – June 2014
  - Not certain at this time if will be all persons on RFSR or a representative sample
  - Purpose of the assessment is to provide information to inform the prioritization discussion and policy development



# RFSR Prioritization

- Last month we discussed high level success/failure criteria for prioritization of the RFSR
  - There are a lot of opinions about what might work.
  - Everyone seems to agree we need to prioritize
- We will talk aggressively in 2014 about prioritization
  - The RFSR assessment will tell us a lot more about who is on the RFSR and what they are waiting for
- If you have ideas about prioritization, email to [OCDDsystemtransformation@LA.GOV](mailto:OCDDsystemtransformation@LA.GOV)

# Update on MLTSS

## IMPORTANT

**Managed Long-Term Supports and Services (MLTSS) Transformation will affect every person in the OCDD services system.**

People with waivers

Persons waiting on the RFSR

Persons served in public and private ICFs/DD

Persons using state funded services

EarlySteps families aging into the traditional OCDD system



# Update on MLTSS

- As we discussed last month:
  - OCDD stakeholders are represented on the MLTSS Advisory Committee
  - OCDD is working to ensure System Transformation activities are consistent with direction pursued in MLTSS
    - Where applicable, System Transformation utilizes managed care principles
    - Alignment of MLTSS RFP discussion with work plan goals and strategies, as well as transformational outcomes
- Simply following OCDD System Transformation will not provide all detail you may need to know about Managed Long-Term Supports and Services (MLTSS).

# Update on MLTSS

- OCDD stakeholders should keep up with the development process
  - The DHH web site includes a concept paper and details of the ongoing process:  
<http://new.dhh.louisiana.gov/index.cfm/page/1684/n/379>
  - Stakeholder Advisory Group members represent key organizations statewide.
    - Find out who is representing your organization or contingency by following the Advisory Group link on the page listed above



# Update on MLTSS

- Public forums will be held throughout the state in the early Spring
- DHH is looking for opportunities to speak to groups about MLTSS in the coming months
  - Does your organization or agency have a meeting schedule that may support a MLTSS speaker to attend? Request a presentation using the email below.
- Public comments and feedback are being accepted at [LongTermCare@la.gov](mailto:LongTermCare@la.gov).





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